

# 9-1-1 NETWORK OUTAGE REPORT 2007

Month	Date	Number of PSAPs impacted	# of 9-1-1 Calls Lost	Dial backup	Notes
<b>Jan-07</b>					
	1/13/2007	1	0		All Trunks busy when dialing 9-1-1; Calls rerouted to alternate answer location. Trunk was busied out in Long Beach CO. Busy cleared and service was restored. Duration was 5.8 hours.
	1/20/2007	5	Unknown	No	Structure Fire damaged fiber cable. Respliced to restore service. Fortuna PD needed dial backup modem replaced; CDF Fortuna needed the power cycled on dial backup modem and security device; CSU Humboldt needed the dial backup modem replaced; and Humboldt County Sheriff needed the dial backup modem replaced.
<b>Feb-07</b>					
	2/8/2007	1	0	No	A fiber cut isolated Newport Beach PD. The cut affected the ability of the PSAP to receive ALI and transfer or receive calls outside their area. Calls from outside the area were rerouted to an Alternate Answer site. The fiber was repaired in 3 hours.
<b>Mar-07</b>					
There were no reportable network outages in the month of March.					
<b>Apr-07</b>					
	4/2/2007	1	Unknown if calls were lost		Intermittent power failure (UPS) caused customer premise equipment at Vandenberg AFB to be inoperable. Calls were rerouted to 10 digit number on premise but not within PSAP. ILEC is working with the 9-1-1 Office to provide connectivity to the tandem for rerouting to the Sheriff's Office during outages.
	4/26/2007	1	Unknown		UC San Francisco PD lost all three 9-1-1 trunks and ALI circuits. Interoffice carrier failure in network; diversity work order completed 4/27 to move one of three 9-1-1 trunks to another T-1 carrier system.
<b>May-07</b>					
	5/3/2007	1	Unknown # of calls lost.		A channel unit failed on a T3 connection and was replaced. Calls were rerouted to the 10-Digit Dialable Number during the outage. It is unknown how many calls were not completed during the outage. A detailed investigation of the outage is underway. PSAP experienced trouble with their alternate answer circuit. Later the trouble extended to a failure in the T3 which caused the 9-1-1 calls (within the Redondo Beach central office) not to reach the selective router.
	5/3-27/2007	1	Unknown		A carrier unit in the remote switching unit was intermittently failing which impacted the PSAP @ 29 Palms USMC. An employee was assigned to remain at the remote site for 24 hours so the failure could be observed. After 10 hours the failure occurred and the trouble was identified as a back coaxial cable between the frame and the carrier unit. It was replaced and was monitored for another 24 hours. No further failures occurred.

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**Jun-07**

The Palm springs Selective Router failed. Re-initialized the 5ESS switch. Lost 9-1-1 Call Count =126 (does not include lost wireless calls lost). Duration was 3.5 hours to complete restoral. Calls were rerouted to 10-digit numbers at local PSAPs. Cause of failure was due to power outage that caused the 5ESS to switch to battery. Because the alarm system was affected by the power outage, no alarms sounded and the battery failed after 6 hours causing the switch to go offline. The rectifiers' circuit breakers were reset at ~ 2 a.m., whihc allowed power to be restored to the 5ESS. A "Battery on Disconnect" card will be installed for all 9-1-1 tandem switches where applicable. This card will signal an alarm if the rectifiers go off line and switches to battery.

6/23/2007 14 Unknown

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**Jul-07**

No reportable outages.

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**Aug-07**

No reportable outages

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**Sep-07**

No reportable outages

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**Oct-07**

Fortuna PD, Humboldt CSO and CSU Humboldt. Fiber outage due to Caltrans work and PSAPs did not establish Dial Backup. Dial backup successfully tested 10/12. Outage impacted ALI information delivery only.

10/9/2007 3 0 No

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